MCL : Mahanadi Coalfields Limited

NEC : North Eastern Coalfields Limited

SCCL : Singareni Collieries Company Limited

Banks Ombudsman

1774. SHRI SURESH R. JADHAV: Will the Minister of FINANCE be pleased to state:

(a) whether Reserve Bank had launched Banking Ombudsmen Scheme for quick and inexpensive redressal of grievances and resolve the complaints of customers;

(b) the details of Ombudsmen appointed under this scheme, so far, State-wise;

(c) the number of customers complaints disposed of under the scheme so far; and

(d) the extent to which the banking Ombudsmen helped to improve the services being rendered by the Public Sector Banks?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SATPAL MAHARAJ): (a) Yes, Sir.

(b) Under the Ombudsmen Scheme announced on 14.6.95, the Reserve Bank of India (RBI) has so far appointed 14 (fourteen) Ombudsmen centres, the details of which are placed below as per the Statement attached.

(c) Since the inception of the scheme till 31.3.97, the Banking Ombudsmen have disposed of 2253 complaints out of 2902 complaints which has been received and appear to relate to the jurisdiction of Ombusdmen.

(d) The Banking Ombudsman Scheme has by and large prompted banks to streamline their internal complaints redressal mechanisms/procedures.

Statement

Banking Ombudsman Scheme, 1995

Sr. No.	Name of the Banking Ombudsman	Jurisdiction/States
1	2	3
1.	Shri B.N. Shetye	Maharashtra & Goa
2.	Shri A.K. Pandya	Madhya Pradesh
3.	Shri B.L. Chadha	Delhi, Haryana and Jammu & Kashmir, Dist. of Ghaziabad in U.P.
4.	Shri J.C. Lynn	Karnataka
5.	Shri R.C. Kapur	Himachal Pradesh, Punjab & U.T. of Chandigarh
6.	Shri R.K. Ragala	Andhra Pradesh
7.	Shri J.P. Sharma	Bihar
8.	Shri O.P. Sodhani	Rajasthan
9.	Shri G.C. Agarwal	U.P. (Excluding Distt. Ghaziabad)
10.	Shri H.N. Das	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland & Tripura.
11.	Dr. Sitakant Mahapatra	Orissa
12.	Shri R. Ramalingam	Tamil Nadu, Pondicherry, U.T. of Andaman & Nicobar Islands
13.	Shri S.L. Bose	West Bengal & Sikkim
14.	Shri S.A. Kamath	Gujarat, Dadra & Nagar Haveli, Daman & Diu.

[Translation]

Voluntary Retirement Scheme in Instrumentation Limited

1775. VAIDYA DAU DAYAL JOSHI: Will the Minister of INDUSTRY be pleased to state:

(a) the date from which the Voluntary Retirement Scheme has been implemented in the Instrumentation Limited, Kota and the names of employees given gratuity amount alongwith the amount of gratuity provided in each case;

(b) whether the department has any plan to make this scheme more lucrative; and

(c) if so, the details thereof?

THE MINISTER OF INDUSTRY (SHRI MURASOLI MARAN): (a) Voluntary Retirement Scheme was introduced in Instrumentation Ltd. In February, 1991. Information in respect of employees given gratuity is being compiled.

(b) No, Sir.

(c) Does not arise.

12.01 hrs.

PAPERS LAID ON THE TABLE

[English]

Statement regarding Review of the Working and Annual Report of the Omnibus Industrial Development Corporation of Daman Diu etc.

THE MINISTER OF INDUSTRY (SHRI MURASOLI MARAN): I bag to lay on the Table:-